Nortel Networks Symposium Call Center Server

What's New in Release 4.0

Product release 4.0 Standard 1.0 November 2000

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Nortel Networks Symposium Call Center Server

What's New in Release 4.0

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Publication history

November 2000	*What's New in Release 4.0* for Symposium Call Center Server Release 4.0 is released as Standard 1.0.

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Documentation library

Introduction

This document contains important information about Nortel Networks Symposium Call Center Server Release 4.0.

What's New in Release 4.0 highlights documentation changes, new features, and product changes for this release. It is organized in the following sections:

- Chapter 1, "How to use this guide," includes
  - Symposium Call Center Server documentation library information (including an overview of the library, documentation changes, added documents, and moved content)
  - new features
  - product changes
- Chapter 2, "Changes to Release 3.0 guides,"

  A number of Symposium Call Center Server Release 3.0 guides are reprinted for Release 4.0. The changes to these guides are minimal for Release 4.0. This chapter contains information pertaining to these guides.

Documentation description

What's New in Release 4.0 provides an overview of the documentation for Release 4.0. The following list describes the status of the guides:

- existing Release 3.0 guide, where there are no changes to the original guide
- revised for Release 4.0, where the changes to the guide are minimal
- new for Release 4.0, where changes to the guide are major

All guides are provided in PDF format on the Symposium Call Center Server documentation CD. You can access the online guides (in PDF format) through the Help menu. Online Help is also available through the Help menu.

The following table lists each Symposium Call Center Server guide alphabetically, provides the publication number and status (new, revised, or a reissue of a Release 3.0 guide), and identifies the formats in which each guide is available, using these format codes:

- PM = printed manual
- HLP = PDF format in online Help
- CD = PDF format on Documentation CD

Documents common to both switches

Document name	Publication number and format	Status	Description
Historical Reporting and Data Dictionary	P0910108 PM, HLP, and CD	existing Release 3.0 guide	This guide explains how to create and use customized reports, and how to export data.
Planning and Engineering Guide	P0918384 PM and CD	revised for Release 4.0	This guide includes planning and engineering topics, CapTool installation and usage information, and Network skill-based routing considerations.
Software Installation and Maintenance Guide	P0918383 PM and CD	revised for Release 4.0	This guide details installation, upgrade, PEP application, and backup and restore procedures.
Supervisor's Guide	P0910107 PM, HLP, and CD	existing Release 3.0 guide	This guide details the day-to-day monitoring and management of the call center resources, including real-time displays.
What's New in Release 4.0	P0918377 PM, HLP, and CD	new for Release 4.0	This guide provides an overview of the Symposium Call Center Server guides, documentation changes, new features, and product changes for Release 4.0.

Meridian 1 documents

Document name	Publication number and format	Status	Description
Administrator's Guide for the Meridian 1	P091831 PM, HLP, and CD	revised for Release 4.0	This guide describes how to configure and manage your Symposium Call Center Server for the Meridian 1 switch.
End-to-End Task Flow for the Meridian 1	P0910114 PM and CD	existing Release 3.0 guide	This guide provides an overview of the phases involved in the planning, installation, setup, and configuration of a call center.
Network Control Center Administrator's Guide	P0910106 PM, HLP, and CD	existing Release 3.0 guide	This guide provides information on how to implement Network Skill-Based Routing (NSBR) in your call center.
Scripting Guide for the Meridian 1	P0910109 PM, HLP, and CD	existing Release 3.0 guide	This guide provides an overview of the function of call center scripts and the scripting process.
Scripting Quick Reference Card for the Meridian 1	P0911677 PM and CD	existing Release 3.0 guide	This guide provides scripting tips, hints, and quick reference information.
Setup Guide for the Meridian 1	P0910111 PM and CD	existing Release 3.0 guide	This guide provides and describes the worksheets you can use to plan the configuration of your Symposium Call Center Server.
Symposium, Meridian 1, and Voice Processing Guide	P0910113 PM and CD	existing Release 3.0 guide	This guide provides information and instructions on how to set up and configure the Meridian 1, Meridian Link Services, Meridian Mail, and voice processing for use with Symposium Call Center Server.

DMS/MSL-100 documents

Document name	Publication number and format	Status	Description
Administrator's Guide for the DMS/MSL-100	P0918382 PM, HLP, and CD	revised for Release 4.0	This guide describes how to configure and manage the configuration of your Symposium Call Center Server for the DMS/MSL-100 switch.
End-to-End Task Flow for the DMS/MSL-100	P0911819 PM and CD	existing Release 3.0 guide	This guide provides an overview of the phases involved in the planning, installation, setup, and configuration of a call center.
Scripting Guide for the DMS/MSL-100	P0911816 PM, HLP, and CD	existing Release 3.0 guide	This guide provides an overview of the functions of call center scripts, explains the scripting process, and details scripting commands.
Setup Guide for the DMS/MSL-100	P0911820 PM and CD	existing Release 3.0 guide	This guide provides and describes the worksheets you can use to plan the configuration of your Symposium Call Center Server.
Symposium and DMS Switch Guide	P0911815 PM and CD	existing Release 3.0 guide	This guide explains how to configure the DMS switch to work with Symposium Call Center Server.
Symposium and the MSL-100 Switch Guide	P0915664 PM and CD	existing Release 3.0 guide	This guide explains how to configure the MSL-100 switch to work with Symposium Call Center Server.

Hardware documents

Document name	Publication number and format	Status	Description
Platform Migration Guide	P0918378 PM and CD	new for Release 4.0	This guide provides step-by-step instructions for all of the procedures you must perform to migrate to a server platform that uses the same Release 4.0 of Symposium Call Center Server as your present platform.
Platform Vendor Independence Base Configuration Guide	P0918380 PM and CD	new for Release 4.0	This guide provides information and instructions for installing, maintaining, and troubleshooting a third-party server.
702t Installation and Maintenance Guide	CD	existing for Release 2.0	This guide provides information and instructions for installing, maintaining, and troubleshooting the Meridian 1 Application Server.
1003t Installation and Maintenance Guide	CD	existing for Release 3.0	This guide provides information and instructions for installing, maintaining, and troubleshooting the Symposium Call Center Server.

Documentation content moved from Release 3.0

Changes were made to the structure and content of the Symposium Call Center Server Release 4.0 documentation. The following table provides details about the information that was relocated within the documentation set:

Content	Release 3.0 location	Release 4.0 location
backup procedures	*Administrator's Guide*	*Software Installation and Maintenance Guide*
restore procedures	*Administrator's Guide*	*Software Installation and Maintenance Guide*
migration procedures	*Software Installation and Upgrade Guide*	*Platform Migration Guide*

Where to find information about new features

Meridian 1

Feature	See description	Related content
Meridian Link service enhancement	*Symposium Meridian Link Services Interface Specification* *for Release 1.5, 3.0, 4.0*	
Network configuration changes	*Software Installation and Maintenance Guide* *Planning and Engineering Guide* *What's New in Release 4.0*	*Network Control Center Administrator's Guide*

Network skill-based routing

Feature	See description	Related content
Filter Sets ■ enables you to choose the fields from each site that you want to include in a network consolidated report	*What's New in Release 4.0*	*Historical Reporting and Data Dictionary* *Network Control Center Administrator's Guide*

Applies to Meridian 1 and DMS/MSL-100

Feature	See description	Related content
Platform vendor independence ■ enables you to use a server other than one purchased from Nortel Networks	*Platform Vendor Independence Base Configuration Guide*	*Planning and Engineering Guide* *Software Installation and Maintenance Guide*
New installation procedures for servers and clients	*Software Installation and Maintenance Guide*	
Real-time statistic multicast enhancements	*Real-time Statistic Multicast Programmer's Guide*	*Software Installation and Maintenance Guide* *Network Control Center Administrator's Guide*
Windows 2000 compatibility (client)	*Software Installation and Maintenance Guide*	
Simple network management protocol (SNMP) enhancements ■ utility that allows you to set the filtering criteria for forwarding events to the network management system (NMS)	*Administrator's Guide*	*Software Installation and Maintenance Guide*
Ability to export to Crystal Reports 8.0	*What's New in Release 4.0*	*Historical Reporting and Data Dictionary* *Supervisor's Guide*
Full backup and restore using a third-party utility	*Software Installation and Maintenance Guide*	

Feature	See description	Related content
New Client PEP tool	*Software Installation and Maintenance Guide*	
New TFE script checkers	*Software Installation and Maintenance Guide*	
Trunk report enhancement ▪ reports on calls transferred from other applications	*What's New in Release 4.0*	*Historical Reporting and Data Dictionary*
Upgrade to pcAnywhere 9.2	*Software Installation and Maintenance Guide*	
MAT 6.6 coresidency	*Software Installation and Maintenance Guide*	

DMS/MSL-100

Feature	See description	Related content
Interoperability with CCM 13	*What's New in Release 4.0*	*Symposium and DMS Switch Guide*

Enhancements overview

Historical Reporting and Data Dictionary

Feature	See description	Related content
Joining tables	*What's New in Release 4.0*	*Historical Reporting and Data Dictionary*
Changes in average formulas in reports	*What's New in Release 4.0*	*Historical Reporting and Data Dictionary*
Format changes in reports	*What's New in Release 4.0*	*Historical Reporting and Data Dictionary*
Changes to entity relationship diagrams	*What's New in Release 4.0*	*Historical Reporting and Data Dictionary*

Scripting guide

Feature	See description	Related content
Reserved scripting keywords	*What's New in Release 4.0*	*Scripting Guide for the Meridian 1* *Scripting Guide for the DMS/MSL-100*
Export All script command	*What's New in Release 4.0*	*Scripting Guide for the Meridian 1* *Scripting Guide for the DMS/MSL-100*
Changes in optional parameters in scripting commands	*What's New in Release 4.0*	*Scripting Guide for the Meridian 1*
Example of correct CDN data type	*What's New in Release 4.0*	*Scripting Guide for the DMS/MSL-100*

Switch guide

Feature	See description	Related content
Setting the ACD ring threshold	*What's New in Release 4.0*	*Symposium and DMS Switch Guide* *Symposium and the MSL-100 Switch Guide*
Troubleshooting for acquiring phonesets	*What's New in Release 4.0*	*Symposium and DMS Switch Guide* *Symposium and the MSL-100 Switch Guide* *Administrator's Guide for the DMS/MSL-100*

Chapter 2

Changes to Release 3.0 guides

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Section A: Historical Reporting and Data Dictionary

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Filter sets (network skill-based routing only)

Introduction

Filter sets apply only when using network consolidated reports. This feature enables you to filter the resources of selected sites and generate a network consolidated report with the specific information that you require. Use filter sets to view a list of resources from various sites, select the resources to be included in the report, and then put them in a filter set. When generating a consolidated report, you can then specify which filter set to use to control the amount of network information in your report.

The filter sets are stored in a new Microsoft Access database, called RptSets.mdb, which is located at the NCC server machine. This database is created solely for the application to store the filter sets. The database must be configured as a system data source name (DSN) on the client machine through the ODBC utility before you can use filter sets.

Before you can use filter sets, ensure the following:

- The “RptSets.mdb” database must be in a shared directory in the NCC server. Refer to “To share the filter sets database on the NCC Server” on page 19.
- On the client where you want to run the filter sets application, through the ODBC utility, you must configure the NCC server’s RptSets.mdb as a System DSN named “ReportSets.” Refer to “To configure the data source information on the client” on page 19.
- The filter sets application is found at ..\Program Files\Nortel Networks\Symposium Call Center Server\Client\.

To share the filter sets database on the NCC Server

1 Locate the Microsoft Access database called RptSets.mdb on D:\Nortel\filtersets\RptSets.mdb.

2 Share the NCC server directory D:\Nortel\filtersets so that the client can read or write to the database. You can share the directory by right-clicking on it and choosing the Sharing option.

CAUTION

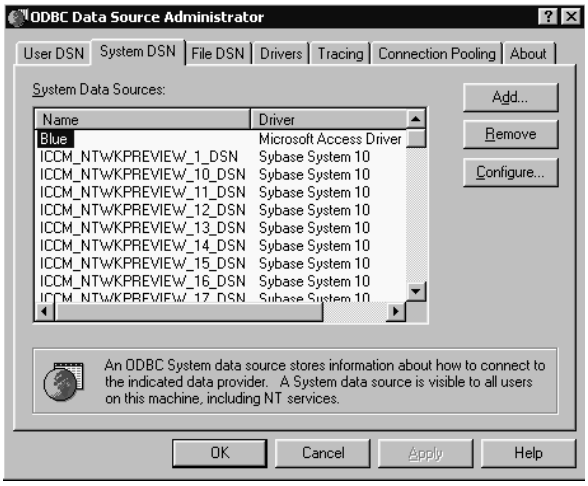
Risk of data loss

The filter sets database, RptSets.mdb, is not backed up automatically on the NCC server. The administrator should back it up periodically.

To configure the data source information on the client

1 From the Control Panel, choose ODBC Data Sources.

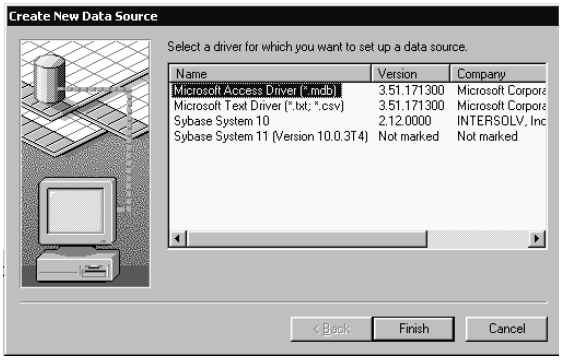
Result: The ODBC Data Source Administrator dialog box appears.



2 Click the System DSN tab in the ODBC Data Source Administrator dialog box.

3 Click Add.

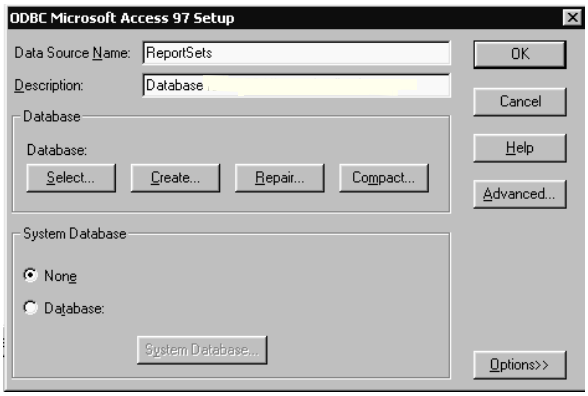
Result: The Create New Data Source dialog box appears.



4 Select Microsoft Access Driver.

5 Click Finish.

Result: The ODBC Microsoft Access 97 Setup dialog box appears.



6 In the Data Source Name box, type ReportSets.

CAUTION

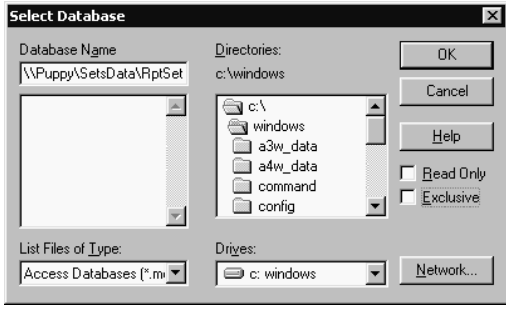
Risk of malfunciton

If ReportSets is not typed correctly, you cannot create or view the filter sets. Note that this name is case-sensitive.

7 In the Description box, type a description.

8 Click Select.

Result: The Select Database dialog box appears.



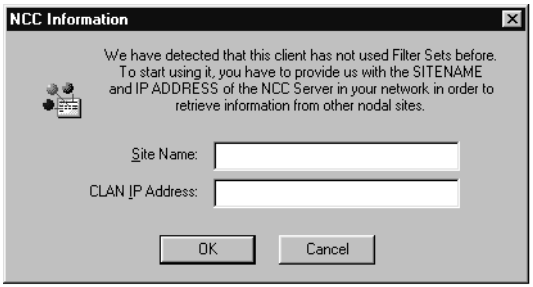
9 In the Database Name box, enter the network path of the RptSets.mdb database shared from the NCC server. Alternatively, you can map the shared drive and fill in the corresponding path in the Database Name box.

10 Click OK in the Select Database dialog box.

11 Click OK in the Setup dialog box.

To receive information from the network sites

You can find the filter sets application at ..\Program Files\Nortel Networks\Symposium Call Center Server\Client\. When launching the application for the first time, a dialog box prompts you for NCC information.


NCC Information
We have detected that this client has not used Filter Sets before. To start using it, you have to provide us with the SITENAME and IP ADDRESS of the NCC Server in your network in order to retrieve information from other nodal sites.
Site Name:
CLAN IP Address:
OK
Cancel

Enter the Site Name and CLAN IP Address for the NCC.

The filter sets application uses this information to access the other Symposium Call Center Server's databases.

Changing the NCC information

Once the NCC information has been added for the first time, the dialog box does not automatically appear each time you launch the application. However, you can still change the NCC information by choosing Change NCC Info from the File menu.

Tip: If you change the NCC information here, it does not change how the client accesses the filter sets database. If you want to use the filter sets of a different NCC server, you must manually update the DSN path using the ODBC administrator.

Launching the application

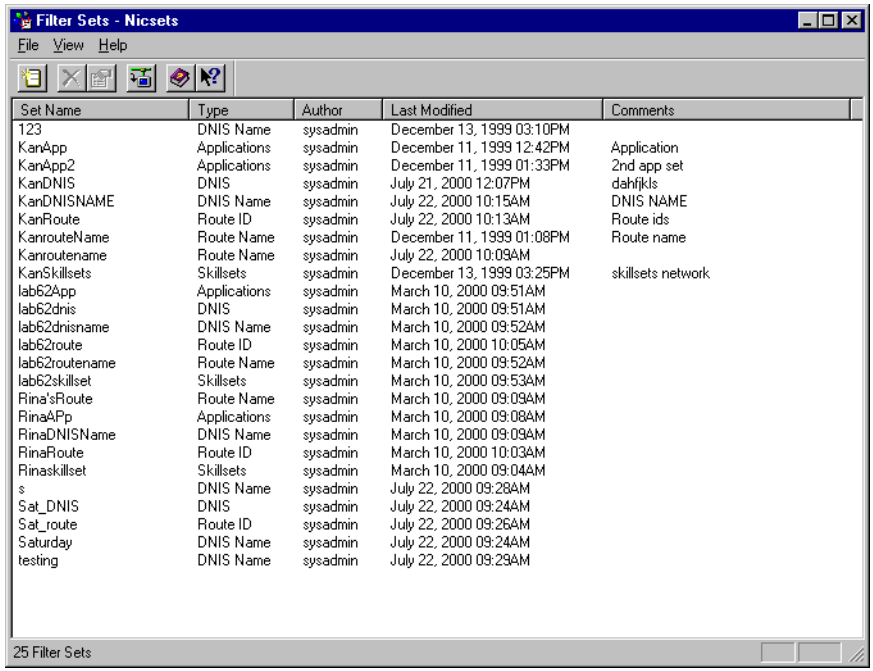
Before you can start the application, the system asks you to log on by entering your User ID and Password.

Filter Sets - Login
Please enter login information. If you do not have an account on this system, click Guest User to receive read only access.
User ID:
Password:
Login
Guest User

The User ID and Password information is maintained in the NCC server and provides a means to control access. To add a new user or to modify an existing user, follow the instructions in the *Network Control Center Administrator's Guide.*

There is also an option in the Login window that allows the user to log on as a guest user. In this case, the user is granted view-only access. This allows any user to view filter sets contents when generating network reports.

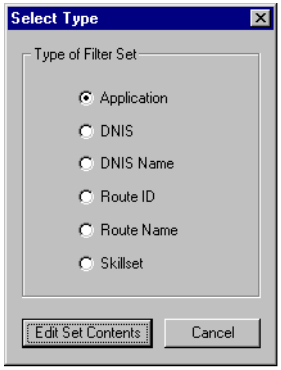
Once you have logged on, a window listing the filter sets appears.


Filter Sets - Nicsets
File View Help
Set Name | Type | Author | Last Modified | Comments
123 | DNIS Name | sysadmin | December 13, 1999 03:10PM |
KanApp | Applications | sysadmin | December 11, 1999 12:42PM | Application
KanApp2 | Applications | sysadmin | December 11, 1999 01:33PM | 2nd app set
KanDNIS | DNIS | sysadmin | July 21, 2000 12:07PM | dahfjkls
KanDNISNAME | DNIS Name | sysadmin | July 22, 2000 10:15AM | DNIS NAME
KanRoute | Route ID | sysadmin | July 22, 2000 10:13AM | Route ids
KanrouteName | Route Name | sysadmin | December 11, 1999 01:08PM | Route name
Kanroutename | Route Name | sysadmin | July 22, 2000 10:09AM |
KanSkillsets | Skillsets | sysadmin | December 13, 1999 03:25PM | skillsets network
lab62App | Applications | sysadmin | March 10, 2000 09:51AM |
lab62dnis | DNIS | sysadmin | March 10, 2000 09:51AM |
lab62dnisname | DNIS Name | sysadmin | March 10, 2000 09:52AM |
lab62route | Route ID | sysadmin | March 10, 2000 10:05AM |
lab62routename | Route Name | sysadmin | March 10, 2000 09:52AM |
lab62skillset | Skillsets | sysadmin | March 10, 2000 09:53AM |
Rina'sRoute | Route Name | sysadmin | March 10, 2000 09:09AM |
RinaAPp | Applications | sysadmin | March 10, 2000 09:08AM |
RinaDNISName | DNIS Name | sysadmin | March 10, 2000 09:09AM |
RinaRoute | Route ID | sysadmin | March 10, 2000 10:03AM |
Rinaskillset | Skillsets | sysadmin | March 10, 2000 09:04AM |
s | DNIS Name | sysadmin | July 22, 2000 09:28AM |
Sat_DNIS | DNIS | sysadmin | July 22, 2000 09:24AM |
Sat_route | Route ID | sysadmin | July 22, 2000 09:26AM |
Saturday | DNIS Name | sysadmin | July 22, 2000 09:24AM |
testing | DNIS Name | sysadmin | July 22, 2000 09:29AM |
25 Filter Sets

To create a new filter set

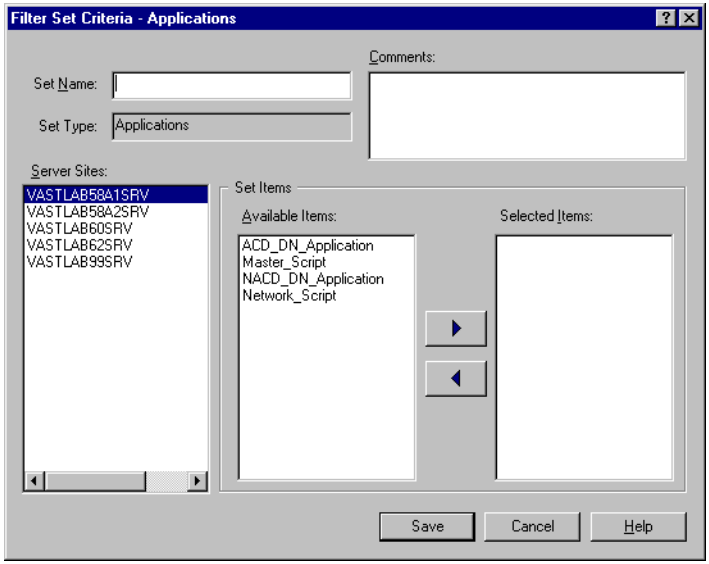
1 From the File menu, choose New.

Result: The Select Type dialog box appears.



2 Choose the appropriate type, and then click Edit Set Contents.

Result: The Filter Set Criteria - Applications dialog box appears. The dialog box lists all server sites that are configured under the NCC server.



3 Select the desired resource items and click Save.The dialog box lists all server sites that are configured under the NCC server. When you click on a server site, the available resources from that site appear for you to select.

Note: It is possible that information about some sites cannot be retrieved because some servers in the network might be down. In this case, a message appears informing you which servers cannot be contacted.

Filter Sets
Communication error exists with the following site(s).
Their Available Items will not be displayed and Selected Items will be displayed read only:
VASTLAB58A2SRV
OK

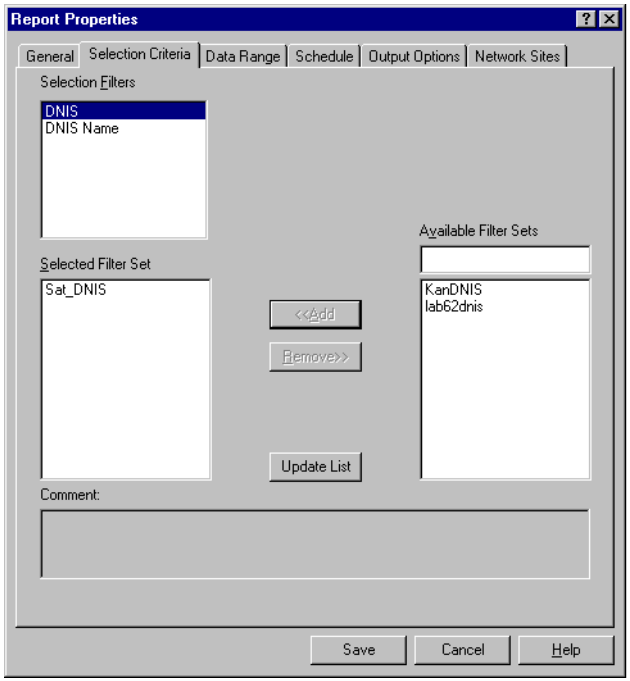
To create a network consolidated report using filter sets

Note: Filter sets are only applicable to network consolidated reports. For more information on creating reports, refer to the *Historical Reporting and Data Dictionary* or the *Supervisor's Guide*.

1 Log on to the NCC server through the SMI Workbench.

2 Start the Reports application to generate a network consolidated report.

3 Click the Selection Criteria tab of the Report Properties dialog box.



4 Select a Selection Filter.

5 Click Update List to view the list of available filter sets.

6 Select the appropriate filter set and click Save.

Note: You can select only one filter set. If you attempt to select more than one filter set, the following warning message appears:

If the data source name, ReportSets, is not set up in the ODBC of the client, then the following error message appears when you attempt to update the list for filter sets:

To correct this problem, refer to “To configure the data source information on the client” on page 19.

Continue creating reports according to the instructions in the *Historical Reporting and Data Dictionary* or the *Supervisor’s Guide.*

Linking views

Introduction

If the SQL queries you are using perform calculations such as Max, Min, Sum, or Avg, use the Group By statement to ensure that the joined view does not contain duplicated data.

Example

BestAir's call center administrator wants to create a report containing the following statistics for each agent:

- CallsAnswered
- CallsOffered
- TalkTime

The AgentPerformanceStat view provides CallsAnswered and CallsOffered statistics, but it does not provide TalkTime statistics. The AgentByApplicationStats view provides CallsAnswered and TalkTime statistics, but it does not provide CallsOffered statistics. To obtain all of these statistics, the administrator must use both of these views.

The following tables provide examples of statistics for these views:

AgentPerformanceStat view

Timestamp	UserID	CallsAnswered	CallsOffered
13:00 31/10/2000	6709	8	9
13:00 31/10/2000	6761	5	5

AgentByApplicationStat view

Timestamp	UserID	ApplicationID	CallsAnswered	TalkTime
13:00 31/10/2000	6709	10000	6	400
13:00 31/10/2000	6709	10001	2	100
13:00 31/10/2000	6761	10000	5	300

From the AgentPerformanceStat view, you can see that the number of CallsAnswered for UserID 6709 is 8. The AgentByApplicationStat view tells you that six of these calls were answered for Application ID 10000, and two calls were answered for ApplicationID 10001.

Proper join

To obtain correct grand totals, you must use the following SQL query:

```
(select a.Timestamp, a.UserID, max (a.CallsAnswered),
   max(a.CallsOffered), sum(b.CallsAnswered),
   sum(b.TalkTime)
 from iAgentPerformanceStat a, iAgentByApplicationStat
   b
 where a.Timestamp = "13:00 3/10/2000"
   and b.Timestamp = "13:00 3/10/2000"
   and a.Timestamp = b.Timestamp
   and a.Userid    = b.UserId
group by a.Timestamp, a.UserId
)
```

This SQL query uses Timestamp and UserID as linkage keys. The “group by” statement creates a record for each unique combination of Timestamp and UserID, rather than for each unique combination of Timestamp, UserID, and ApplicationID.

This query takes the CallsAnswered and CallsOffered fields from iAgentPerformanceStat, and the CallsAnswered and TalkTime fields from iAgentByApplicationStat. The query takes the *maximum* value for the iAgentPerformanceStat statistics and the *sum* of the values for each agent for the iAgentByApplicationStat statistics. The "group by" statement is essential to obtaining the correct results.

The following table shows the resulting statistics:

Timestamp	UserID	Calls Answered	CallsOffered	Calls Answered	TalkTime
13:00 31/10/2000	6709	8	9	8	500
13:00 31/10/2000	6761	5	5	5	300

The grand totals are correct:

- CallsAnswered = 8 + 5 = 13
- CallsOffered = 9 + 5 = 14
- TalkTime = 500 + 300 = 800

Elimination of the "group by" statement causes the CallsOffered field to be counted multiple times for some agents. Each agent's total CallsAnswered is multiplied by the number of applications for which the agent answered calls. Therefore, it only provides correct results if each agent answered calls for only one application.

The following simple join illustrates this problem

Simple join

The simplest join uses the following SQL query:

```
(select a.Timestamp, a.UserID, b.ApplicationID,
   a.CallsAnswered, a.CallsOffered, b.CallsAnswered,
   b.TalkTime
 from iAgentPerformanceStat a, iAgentByApplicationStat
   b
 where a.Timestamp = "13:00 3/10/2000"
   and b.Timestamp = "13:00 3/10/2000"
```

```
    and a.Timestamp = b.Timestamp
    and a.Userid     = b.UserId
)
```

This query uses the Timestamp and UserId fields as linkage keys for the two views. It creates a record for each unique combination of Timestamp, UserID, and ApplicationID in iAgentByApplicationStat. For each record in iAgentByApplicationStat, it finds the record with a matching UserID and Timestamp in iAgentPerformanceStat. The new record contains the Timestamp and UserID, the CallsAnswered and CallsOffered fields from iAgentPerformanceStat, and the CallsAnswered and TalkTime fields from iAgentByApplicationStat.

The following table shows the resulting statistics:

Timestamp	UserID	Application ID	Calls Answered	Calls Offered	Calls Answered	Talk Time
13:00 31/10/ 2000	6709	10000	8	9	6	400
13:00 31/10/ 2000	6709	10001	8	9	2	100
13:00 31/10/ 2000	6761	10000	5	5	5	300

Each entry contains two CallsAnswered fields. One field contains the calls answered by the agent; the other field contains the calls answered by the agent for the application. Grand totals of the two CallsAnswered fields produce the following results:

- 8 + 8 + 5 = 21
- 6 + 2 + 5 = 13

The second total is correct (13). The first total counts agent 6709's CallsAnswered twice, because it multiplies the agent's total CallsAnswered by the number of applications for which the agent answered calls. The result is correct only if each agent answered calls for only one application.

The grand total of the CallsOffered field is 9 + 9 + 5 = 22. Again, this total is misleading because the agent's total CallsOffered is included twice.

Entity relationship diagrams

Introduction

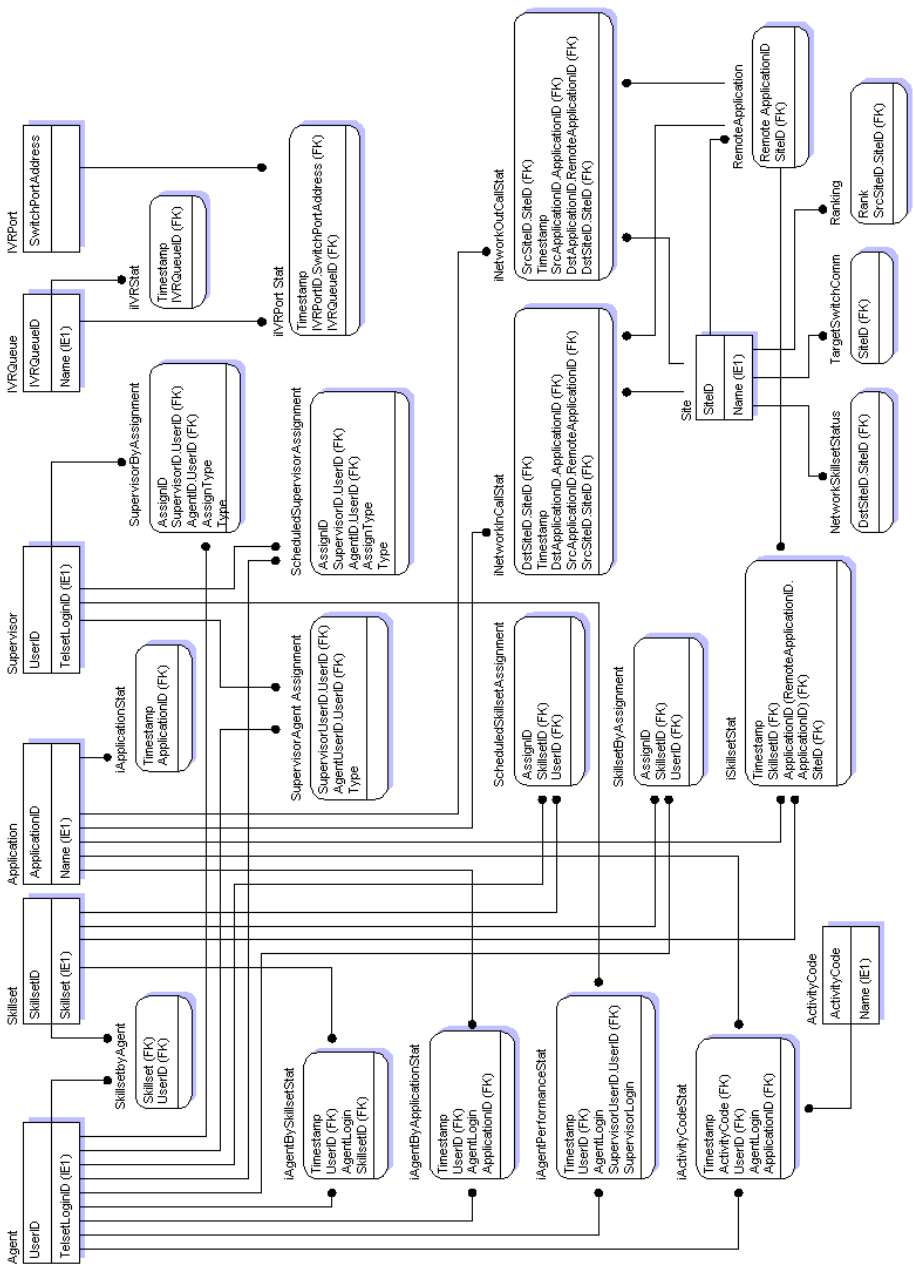
The following pages show all the relationships within the database.

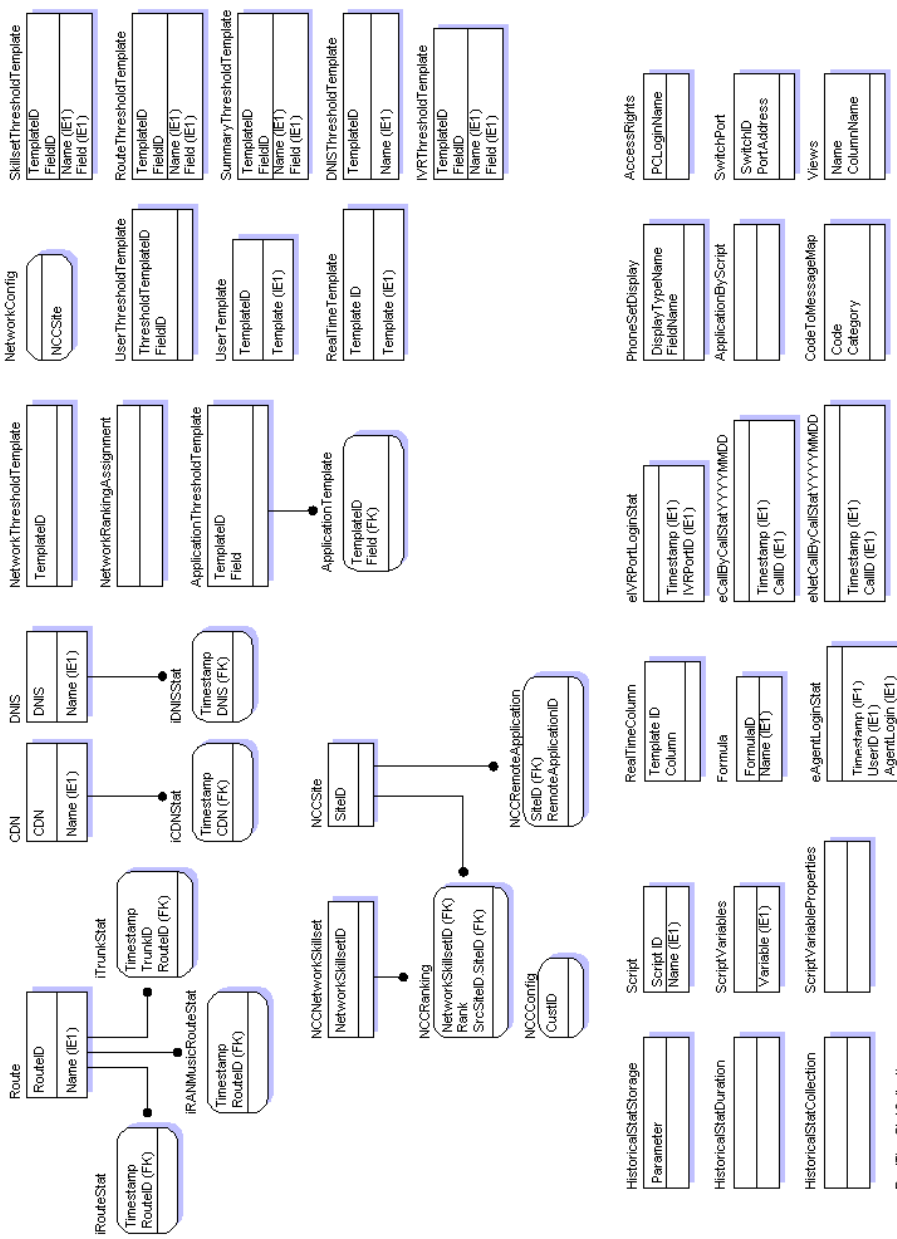
This content replaces the entity relationship diagrams in Chapter 5 of the Nortel Networks Symposium Call Center Server *Historical Reporting and Data Dictionary*, Release 3.0.

Symposium database entity relationships

The following pages show all the relationships within the database.

The following Entity Relationship Diagram shows the entity relationships based on database views. To simplify the diagram, only the key area, which contains primary keys, is shown. For data area information, which contains non-primary key attributes, refer to the *Historical Reporting and Data Dictionary*.


Agent
UserID
TelsetLoginID (IE1)
Skillset
SkillsetID
Skillset (IE1)
Application
ApplicationID
Name (IE1)
Supervisor
UserID
TelsetLoginID (IE1)
IVRQueue
IVRQueueID
Name (IE1)
IVRPort
SwitchPortAddress
Site
SiteID
Name (IE1)
RemoteApplication
Remote ApplicationID
SiteID (FK)
Ranking
Rank
SrcSiteID.SiteID (FK)
TargetSwitchComm
SiteID (FK)
NetworkSkillsetStatus
DstSiteID.SiteID (FK)
ActivityCode
ActivityCode
Name (IE1)
SkillsetbyAgent
Skillset (FK)
UserID (FK)
iApplicationStat
Timestamp
ApplicationID (FK)
SupervisorByAssignment
AssignID
SupervisorID.UserID (FK)
AgentID.UserID (FK)
AssignType
Type
Supervisor:Agent Assignment
SupervisorUserID.UserID (FK)
AgentUserID.UserID (FK)
Type
ScheduledSupervisorAssignment
AssignID
SupervisorID.UserID (FK)
AgentID.UserID (FK)
AssignType
Type
iIVRStat
Timestamp
IVRQueueID (FK)
iIVRPort Stat
Timestamp
IVRPortID.SwitchPortAddress (FK)
IVRQueueID (FK)
iNetworkInCallStat
DstSiteID.SiteID (FK)
Timestamp
DstApplicationID.ApplicationID (FK)
SrcApplicationID.RemoteApplicationID (FK)
SrcSiteID.SiteID (FK)
iNetworkOutCallStat
SrcSiteID.SiteID (FK)
Timestamp
SrcApplicationID.ApplicationID (FK)
DstApplicationID.RemoteApplicationID (FK)
DstSiteID.SiteID (FK)
ScheduledSkillsetAssignment
AssignID
SkillsetID (FK)
UserID (FK)
SkillsetByAssignment
AssignID
SkillsetID (FK)
UserID (FK)
iSkillsetStat
Timestamp
SkillsetID (FK)
ApplicationID (RemoteApplicationID.
ApplicationID) (FK)
SiteID (FK)
iAgentByApplicationStat
Timestamp
UserID (FK)
AgentLogin
ApplicationID (FK)
iAgentBySkillsetStat
Timestamp
UserID (FK)
AgentLogin
SkillsetID (FK)
iAgentPerformanceStat
Timestamp
UserID (FK)
AgentLogin
SupervisorUserID.UserID (FK)
SupervisorLogin
iActivityCodeStat
Timestamp
ActivityCode (FK)
UserID (FK)
AgentLogin
ApplicationID (FK)


Route
RouteID
Name (IE1)
iRouteStat
Timestamp
RouteID (FK)
iTrunkStat
Timestamp
TrunkID
RouteID (FK)
iRANMusicRouteStat
Timestamp
RouteID (FK)
CDN
CDN
Name (IE1)
iCDNStat
Timestamp
CDN (FK)
DNIS
DNIS
Name (IE1)
iDNISStat
Timestamp
DNIS (FK)
NCCSite
SiteID
NCCNetworkSkillset
NetworkSkillsetID
NCCRanking
NetworkSkillsetID (FK)
Rank
SrcSiteID,SiteID (FK)
NCCConfig
CustID
NCCRemoteApplication
SiteID (FK)
RemoteApplicationID
NetworkThresholdTemplate
TemplateID
NetworkRankingAssignment
ApplicationThresholdTemplate
TemplateID
Field
ApplicationTemplate
TemplateID
Field (FK)
NetworkConfig
NCCSite
SkillsetThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)
UserThresholdTemplate
ThresholdTemplateID
FieldID
RouteThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)
UserTemplate
TemplateID
Template (IE1)
SummaryThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)
RealTimeTemplate
Template ID
Template (IE1)
DNISThresholdTemplate
TemplateID
Name (IE1)
IVRThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)
PhoneSetDisplay
DisplayTypeName
FieldName
AccessRights
PCLoginName
eIVRPortLoginStat
Timestamp (IE1)
IVRPortID (IE1)
ApplicationByScript
SwitchPort
SwitchID
PortAddress
eCallByCallStatYYYYMMDD
Timestamp (IE1)
CallID (IE1)
CodeToMessageMap
Code
Category
eNetCallByCallStatYYYYMMDD
Timestamp (IE1)
CallID (IE1)
Views
Name
ColumnName
RealTimeColumn
Template ID
Column
Formula
FormulaID
Name (IE1)
eAgentLoginStat
Timestamp (IF1)
UserID (IE1)
AgentLogin (IE1)
Script
Script ID
Name (IE1)
ScriptVariables
Variable (IE1)
ScriptVariableProperties
HistoricalStatStorage
Parameter
HistoricalStatDuration
HistoricalStatCollection
RealTimeStatCollection

Additional report changes

Introduction

This section lists additional report changes and enhancements incorporated into Release 3.0 that were not highlighted in the "Report changes for Release 3.0" section of the *Historical Reporting and Data Dictionary.*

Changes from statistical representations to graphical representations

In Release 3.0, the statistical representations of the answer delay spectrum and the abandon delay spectrum were changed to graphical representations. The Application Delay Before Answer report contains a histogram showing the number of calls answered after delays of time divided into two-second increments. The statistics for the histogram are taken from the AnsDelay view fields. The Application Delay Before Abandon report contains a histogram showing the number of calls abandoned after delays of times divided into two-second increments. The statistics for this histogram come from the AbdDelay view fields. You can find examples of these histograms in the *Historical Reporting and Data Dictionary.*

Addition of grand totals and subtotals

An additional feature of the new flattened reports is that grand totals and subtotals have been added to the beginning and end of each section of data. This additional feature appears in the reports shown in the *Historical Reporting and Data Dictionary*.

Note: The addition of grand totals and subtotals creates a space between each interval line. You might have to modify existing templates to accommodate this change.

Time average statistics

Introduction

You can find changed time average statistics in the “Agent Performance Calls Answered - Bottom 5, Daily” and the “Agent Performance Calls Answered - Top 5, Daily” reports. These daily reports show summarized performance information for the five agents who answered the lowest or highest number of Symposium Call Center Server calls.

Changes to time average statistics

In the “Agent Performance Calls Answered - Bottom 5, Daily” report and the “Agent Performance Calls Answered - Top 5, Daily” report, the following time average statistics have been removed:

- Logged In
- Break (Meridian 1)
- Reserved (Networking/NACD options)
- Ring
- Walkaway
- ACD Talk (DMS/MSL-100)
- Variable Wrap
- Waiting

In the same reports, the following time average statistics have been changed:

Report field	New view field formula
Not Ready	NotReadyTime / (CallsAnswered + ACDCallsAnswered + NACDCallsAnswered)
ACD/NACD Talk (Meridian 1)	(ACDCallsTalkTime + NACDCallsTalkTime) / (ACDCallsAnswered + NACDCallsAnswered)
Skillset Talk	TalkTime / CallsAnswered

Security for creating network consolidated reports (network skill-based routing only)

Introduction

This section provides guidelines for creating user names and passwords on servers to create network consolidated reports.

Defining user names and passwords on servers

To generate a consolidated report, define the same userid on each server in the network. All the userids must be the same at each site; however, the associated password does not have to match the password used to log on to the NCC server.

List of exporting formats

Nonscheduled report exporting formats

Symposium Call Center Server Release 3.0 nonscheduled reports support the following report exporting formats provided by Crystal Reports 8.0:

- Character-separated values
- Comma-separated values (CSV)
- Crystal Reports (RPT)
- Data Interchange Format (DIF)
- Excel
- HTML
- Lotus 1-2-3
- ODBC Database
- Paginated Text
- Record style (columns of values)
- Report Definition
- Rich Text format
- Tab-separated text
- Tab-separated values
- Text
- Word for Windows document

Scheduled exporting formats

Symposium Call Center Server Release 3.0 scheduled reports support the following report exporting formats provided by Crystal Reports 8.0:

- Crystal Reports
- Data Interchange
- Word for Windows
- Record Style

- Rich Text
- Comma-separated values
- Tab-separated values
- Character-separated values
- Text
- Tab-separated text
- Lotus 1-2-3
- Excel
- HTML

Clarification of CallsOffered definition with network calls

Definition of CallsOffered for nodal real-time display

The CallsOffered field for nodal real-time displays is defined as the number of local CDN calls, incoming network CDN calls, ACD calls, and NACD calls offered to this site.

However, if an agent who is reserved for an incoming network call presses the Not Ready button or logs off before the call arrives at the target, the call remains at the source. This call might then be requeued to the server that had previously reserved an agent. If this occurs, the CallsOffered field at the target site is incremented again for the same call. If the call is queued to a different network site, this double-pegging situation does not occur.

Note: Under normal practices, this is a very rare occurrence. However, if this situation becomes more frequent, check individual agents' practices.

When agent activity times do not add up to the logon time

Introduction

This section explains why the agent activity time does not add up to the logon time. For more information, refer to Chapter 3, "Frequently asked questions," in the *Historical Reporting and Data Dictionary*.

Why agent activity times do not add up to logon time

All agent state timers are maintained independently. For example, the following events occur:

9:00:00	The agent logs on.
9:00:10	The agent answers the DN call from an internal number.
9:00:20	The agent places the DN call on hold and answers a Symposium Call Center Server call.
9:01:20	The agent releases the Symposium Call Center Server call and resumes the DN call.
9:01:30	The agent releases the DN call and logs off.

At the end of this period, the agent timers have the following values:

LoggedInTime	90 seconds
WaitingTime	10 seconds
DNInCallsTalkTime (DMS/ MSL-100) or DNIntInCallsTalkTime (Meridian 1)	80 seconds
TalkTime	60 seconds

The total activity time for the agent, as calculated below, exceeds the agent logon time of 90 seconds.

WaitingTime +DNInCallsTalkTime or DNIntInCallsTalkTime + TalkTime
=10+80+60
=150 seconds

Similarly, on the Meridian 1 switch, a phoneset can contain multiple DN keys. If an agent answers a DN call, places it on hold, and makes another DN call, both DN hold time and DN talk time are pegged for the same period.

Running network call by call reports

When the report can be run

The network call by call report must be run ad-hoc. It cannot be scheduled.

Section B: Scripting guides

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The Export All command	49
With Treatment option limitations	50
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Assigning script names

Introduction

Follow the guidelines in this section when assigning script names to new scripts or when renaming existing scripts.

Rules for assigning script names

You must follow these rules when assigning script names:

- Script names are not case-sensitive.
- The script name must be unique. You cannot use the name of an existing script.
- You cannot use spaces or punctuation marks in script names, except for underscores (_).
- You cannot use any scripting keyword as a script name. Refer to Appendix B of the *Scripting Guide* for a list of scripting keywords.
- Script names cannot start with a numerical value. They must start with an alphabetic value. For example, 1_CCTIPS is not a valid script name, but CC1_TIPS is a valid script name.

Hints and tips for assigning script names

- Script names are generally used internally by the call center administrator. However, if the script is referenced from the master script, the name given to the script becomes the application name and appears on Real-Time displays and historical reports.
- The administrator might want to view the scripts so that when applications are sorted alphabetically on the Real-Time displays, the relevant applications are shown together.

The Export All command

Introduction

The Export command outputs the script you currently have open into a file on your local hard drive, or to a disk, with the file extension .s. The Export All command is the same as the Export command, but it saves the current script and all its subscripts to the path C:\Nortel\client\en\scripts directory.

CAUTION

Risk of data loss

If there are already scripts in this location with the same names as the exported scripts, the exported script overwrites them.

To export the current script and all of its subscripts to a new file

1. From the system window, choose Call Center Management→Call Flow Administration→Scripts.
2. Choose File→Export All.

   Result: The current script and all of its subscripts are exported to the C:\Nortel\client\en\scripts directory.

With Treatment option limitations

Introduction

This section explains when *not* to use the With Treatment option in scripting syntax for the Meridian 1.

CAUTION

Risk of malfunction

Do not use the With Treatment option with the Give Controlled Broadcast Announcement and Open Voice Session commands. Use of this option with these commands can cause the voice ports to be deacquired.

Syntax when using the Give Controlled Broadcast Announcement and Open Voice Session commands

ATTENTION

You must change all of the scripts where With Treatment is used with Give Controlled Broadcast Announcement and Open Voice Session.

You can replace the syntax using With Treatment with the following syntax:

```
GIVE CONTROLLED BROADCAST ANNOUNCEMENT {access acddn}
       PLAY PROMPT VOICE SEGMENT x
        VOICE SEGMENT y


OPEN VOICE SESSION {access acddn}
       PLAY PROMPT VOICE SEGMENT x
END VOICE SESSION
```

The following is an example of the old syntax:

```
GIVE CONTROLLED BROADCAST ANNOUNCEMENT {<ivr_dn>}
WITH PRIORITY {<priority>}
WITH TREATMENT {<treatment>}

OPEN VOICE SESSION {<irv_dn>}
{WITH TREATMENT <treatment>}
<statement1>
<statement2>
...
END VOICE SESSION
```

For more information about the With Treatment option, see the *Scripting Guide for the Meridian 1*.

If you are upgrading to Symposium Call Center 4.0, see the *Administrator's Guide* and the *Software Installation and Maintenance Guide*.

Types of variables for Meridian 1

Introduction

This section lists the changes to the variables that you can create when you use the Meridian 1 switch.

Description of variables

Data type	Class allowed	Leading zero allowed	Valid value	Example
ACD	Item	Yes	7 digits (negatives not allowed)	5648900
Agent ID	Item or set	Yes	16-digit number	4568527539547852
CLID	Item or set	Yes	1 to 32 digits (negatives not allowed) **Note:** If you have the network skill-based routing option, the network script for the calling line identification number (CLID intrinsic) requires the use of the exchange and the extension. When you use the CLID intrinsic in the master script for the local network calls, the four digits of the extension make up a valid value.	4165552244
DNIS	Item or set	Yes	31 digits (negatives not allowed)	4165642334

Types of variables for DMS/MSL-100

Introduction

This section lists the changes to the variables that you can create when you use a DMS/MSL-100 switch.

Description of variables

Data type	Class allowed	Leading zero allowed	Valid value	Example
ACD	Item	Yes	7 digits (negatives not allowed)	5648900
Agent ID	Item or set	Yes	16-digit number	4568527539547852
CDN	Item or set	No	10 digits (negatives not allowed) **Note:** The 10-digit value of the CDN is enforced when you set the variable.	4165648900
CLID	Item or set	Yes	1 to 32 digits (negatives not allowed)	4165552244
DNIS	Item or set	Yes	10 digits (negatives not allowed)	4165642334

Dialed DN for Meridian 1

Introduction

This section explains how you can transfer a call using the dialed DN.

Using the dialed DN to transfer calls

You can only test the dialed DN intrinsic with DNs that are redirected to a CDN under control of Symposium Call Center Server by Call Forward, Call Forward Busy, or Call Forward No Answer. You use the dialed DN intrinsic to facilitate calls back to Symposium Call Center Server. You can create Phantom DNs in the Meridian 1. These Phantom DNs call forward to a CDN under control of Symposium Call Center Server.

If you want to use Phantom DNs to transfer calls, you must configure a Phantom DN for each skillset from which an agent or IVR transfers calls. These DNs all call forward to one CDN acquired by Symposium Call Center Server. You can program these DNs in a speed dial on the agent telephone to facilitate transfers.

Script syntax

DIALED DN

Return type

A DN returned by this intrinsic

Example

The following is an example of the dialed DN:

```
IF CDN = transfer_CDN THEN
    IF TRANSFERRED THEN
        GIVE RINGBACK
```

```
            WAIT 20/*Allow time for transferring party to hang
             up*/
            DISCONNECT
        ELSE
            WHERE DIALED DN EQUALS
                  VALUE XXXXXXX: EXECUTE SCRIPT ScriptA
                  VALUE XXXXXXX: EXECUTE SCRIPT ScriptB
                  VALUE XXXXXXX: EXECUTE SCRIPT ScriptC
                  DEFAULT: EXECUTE SCRIPT ScriptD
            END WHERE
        END IF
    END IF
```

Transferring calls using the DNIS intrinsic (DMS/MSL-100 only)

Introduction

This section explains how you can transfer calls using the DNIS intrinsic. With DMS/MSL-100, you can transfer calls using the DNIS intrinsic or the CDN intrinsic. If you want to use the DNIS to transfer calls, follow the procedure below.

To set up the DNIS to transfer calls

1. Set up Supplementary DNs (which are really supplementary CDNs) where agents or IVRs transfer calls.
2. Capture the number into a call variable.
3. Test the variable on the DNIS number.

Script example

/*This section handles transfers back into Symposium Call Center Server. The new DNIS number dialed by the IRV or agent is stored in a call variable of type DNIS. Once the IVR port or agent hangs up the script restarts and we check the value of the call variable, if it is not the default value then the call is sent to the section Dnis_Check which checks the value of the variable and directs the call to the appropriate script*/

```
IF CONSULTED THEN

   ASSIGN DNIS TO cv_dnis
   GIVE RINGBACK
   WAIT 6
   EXECUTE Dnis_Check /*this allows screened xfrs*/
END IF

IF cv_dnis <>1234567890 THEN
   EXECUTE Dnis_Check
END IF
```

/*This section handles brand new calls coming into Symposium Call Center Server*/

```
WHERE DNIS EQUALS
    VALUE 6367933000: EXECUTE SCRIPT Sales
    VALUE 6367933001: EXECUTE SCRIPT Service
END WHERE
```

/*This section directs transferred calls based on the DNIS call variable value to the appropriate scripts*/

```
SECTION Dnis_Check

    WHERE cv_dnis EQUALS
        VALUE 6367933100: EXECUTE SCRIPT Sales
        VALUE 6367933101: EXECUTE SCRIPT Service
    END WHERE
```

Scripting limits

Introduction

This section explains the limits for active and activated scripts. For more information, see the section “Activating and deactivating scripts” in Chapter 5 of the *Scripting Guide* for Meridian 1 and DMS.

Limit description

The product supports up to 1000 active scripts and up to 1000 activated scripts at one time. However, you are only able to create 997 active scripts because three of the active script slots are reserved for master, network, and test scripts.

An active script is a script that is being used by the master script.

An activated script is a script that is processing calls or is in an active state ready to process calls.

The system attempts to activate all referenced scripts when a script is activated. The referenced scripts are not validated automatically. You must validate each referenced script separately before you activate the script.

Section C: Switch guides

In this section

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Automatic call distribution ring threshold (DMS/MSL-100 switches only) 61

Troubleshooting when the server cannot acquire phonesets (DMS/MSL-100 switches only) 64

Addition of CCM013 (DMS/MSL-100 only) 63

Configuring the Not Ready activity codes

To activate the Not Ready activity codes

You must ensure that the following information is configured on the Meridian 1 PBX:

- Set the Not Ready activity codes (NRAC) to YES in LD 23 for the ACD DN assigned to the agent's phoneset.
- Program Key XX in LD 20 as an activity key (ACNT) in LD 11.

You must also configure the activity codes and assign an appropriate name to each of these codes. To create the Not Ready activity codes, follow the procedure "Adding activity codes" in the *Administrator's Guide*.

To deactivate Not Ready activity codes

- Set the NRAC to NO in LD 23.

Automatic call distribution ring threshold (DMS/MSL-100 switches only)

Introduction

This section explains the requirements for the ACD ring threshold.

When setting the ACD ring thresholds

You must ensure that the relevant ACD ring thresholds in the ACD group table are set to 0. When you set the ACD ring threshold to 0, the system is able to redirect calls that are not answered quickly enough to another agent. Calls in an ACD group are based on the ACD routing table on the switch. If you do not set the ACD ring threshold to 0, the call might be terminated.

Troubleshooting when the server cannot acquire phonesets (DMS/MSL-100 switches only)

Introduction

This section contains some troubleshooting tips for when the server cannot acquire phonesets.

The server cannot acquire phonesets

You must ensure that the following conditions are met:

- The phoneset is configured with the servord utility on the switch.
- The phoneset is configured correctly on Symposium Call Center Server with the agent's position number. For more information, see "Configuring agent and supervisor phonesets" in the *Symposium and DMS Switch Guide*.
- You must ensure that option AGTASSN contains a valid value in table ACDGRP. If AGTASSN does not have a valid value, you cannot access the phoneset. For more information on how to configure this option, see the *Symposium and DMS Switch Guide* or the *Symposium and the MSL-100 Switch Guide*.

To configure the agent's position number

1. Enter the agent Position ID in the Telephony/Port Address box.
2. Enter the agent's personal DN (DID) in the secondary DN box.

Addition of CCM013 (DMS/MSL-100 only)

Introduction

This section explains the addition of CCM013.

Nortel Networks product knowledge

Knowledge of, or experience with the following Nortel Networks products can be helpful when configuring the switch to communicate with Symposium Call Center Server:

- Symposium Call Center Server
- DMS/MSL-100
- Switch Release CCM010, CCM011, CCM012, or CCM013
- Intelligent Call Manager switch translation release ICM00001, ICM00010, or ICM00020
- Maintenance Administration Position (MAP) terminal
  - Service Order (servord) utility
  - *Switch Translation Guide*
- Automatic Call Distribution (ACD)
- other switch administration and monitoring tools

Software loads

To work with the Symposium Call Center Server, the switch must be running software load CCM010, CCM011, CCM012, or CCM013. For more information, see the *Symposium and DMS Switch Guide*.

Section D: End-to-End Task Flow

In this section

Changes to the end-to-end task flow 66

Changes to the end-to-end task flow

The following list describes changes to the end-to-end task flow:

- If you want to reorder any of the guides, refer to the order numbers in the tables in the “Documentation library” in Chapter 1 of this guide.
- Scheduling backups is no longer supported. Information about scheduling backups is located in the *Software Installation and Maintenance Guide* and the *Administrator’s Guide*.

Section E: Server guides

In this section

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Installation and maintenance procedures for 702t and 1003t servers

You should follow the software installation and maintenance procedures for the 702t and 1003t servers from the *Platform Vender Independence Base Configuration Guide*. Do not follow the procedures in the 702t and 1003t server guides.

Section F: Web site information

In this section

New web site address 70

New web site address

Introduction

This section provides information about the new European web site address for product bulletins.

New web site address

The www.nortelnetworks.com/nic web site has moved to http://www.nortelnetworks.com/partnercenter.

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